



Louisiana Department of Health and Hospitals

Bayou Health Informational Bulletin 12-8

Revised October 1, 2015

How to Schedule Non-Emergency Transportation Services (NEMT) for Bayou Health Members

- Bayou Health members are eligible to receive transportation to scheduled medical appointments (non-emergency medical transportation).
- **All five Bayou Health Plans** currently subcontract with Logisticare to provide NEMT for their members. Transportation to and from regular medical appointments may be scheduled by calling the numbers as shown in the table below.

Plan Name	Call Center	Call Center #	Monday -Friday
Aetna	Logisticare	1-877-917-4150	8 am to 5 pm
Amerigroup	Logisticare	1-866-430-1101	8 am to 5 pm
AmeriHealth Caritas LA	Logisticare	1-888-913-0364	8 am to 5 pm
LA Healthcare Connections	Logisticare	1-855-369-3723	8 am to 5 pm
United HealthCare	Logisticare	1-866-726-1472	8 am to 5 pm

Note: As of Dec. 1, 2015, most Medicaid recipients will be enrolled under a Bayou Health Plan for their transportation needs. For more information on this change, please refer to Informational Bulletin 15-16. Until Dec. 1, 2015, legacy Medicaid members will arrange all non-emergency non-ambulance transportation through **Southeastrans** at 1-855-325-7565. (48-hour notice is required for NEMT.)